

DEPARTMENT ASSISTANT I (SELECT BOARD'S OFFICE)

Position Purpose:

This position performs clerical work involving typing, filing, record-keeping activities and administrative support work in assisting a department to discharge the duties of the office, requiring substantive knowledge of departmental operations; all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative within guidelines, policies, procedures and practices.

Supervision Received: Works under broad supervision, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to complete assigned tasks according to a prescribed time schedule. Functions independently in processing clerical, secretarial and administrative aspects of the office, referring to the department head on proposed revisions or exceptions to policies.

Supervision Given: None.

Job Environment:

Work is performed in a typical municipal office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions.

Perform varied and responsible duties requiring judgment and initiative on occasion in responding to inquiries and determining courses of action not clearly prescribed by precedent or established guidelines.

Operates all department computers and technologies, calculator, telephones, copier/scanner, and all other standard office equipment.

Access to confidential information may include matters related to collective bargaining, criminal investigations, employee personnel records, and litigation.

Errors could result in delay or loss of service and possible legal ramifications. Errors could result in serious town-wide repercussions and cause adverse public relations.

Make frequent contact with town officials, town employees, and the general public.

Essential Functions:

(The essential functions or duties listed below and on attachments are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Provide customer service by responding to telephone and in-person inquiries relative to the town's operations and procedures, screening visitors, incoming mail, phone calls, and emails from the public and other Town departments and respond in an appropriate and timely manner, referring to supervisor as required.

Perform clerical work in assisting town boards and committees in discharging their duties particularly with reference to the preparation of agendas and the recording of minutes; all other related work as required.

Assist with preparation for special events, such as Town Meetings and Annual Town Cleanup.

Help maintain department's records and files; prepare data & reports relative to departmental activities for supervisor's review. File, scan and/or catalog reports, permits, cards, correspondence and other material according to established procedures.

Compose, compile and/or edit a variety of documents and correspondence, memoranda, bills, reports, records, lists, cards, forms, certificates, minutes and other material from general instruction, rough draft, dictation or recorded transcription.

Update departmental databases, both electronic and paper-based systems; update content on Town website

Assist other town departments and the general public by providing information relative to specific transactions or departmental procedures; refer individuals to proper resource.

Receive and sort incoming mail.

Schedule appointments and meetings for supervisor and/or town board.

Prepare statistical and narrative reports of departmental activities for submission to town departments and governmental agencies.

Participate in special projects and preparation of the annual departmental budget.

Assist in the preparation of meeting agenda, meeting notices, and compilation of supportive material.

Process applications and issue permits and licenses according to the department's function; collect fees and bills users of town services if applicable, and maintain associated records.

Processes invoices for payment; processes departmental payroll.

May provide support to other Town administrative departments, such as Finance and Human Resources for particular projects/functions as needed.

Perform other related tasks and special projects as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school diploma and two years of experience in clerical or recordkeeping work; or any equivalent combination of education and experience.

Knowledge, Ability, Skill

Knowledge: Working knowledge of general office procedures and machines. General knowledge of town government.

Ability: Ability to deal with the general public and town departments tactfully and in an appropriate manner. Ability to maintain accurate and detailed records. Must be able to type efficiently and operate a personal computer and associated software, including the Microsoft Office suite, along with other standard office equipment. Ability to maintain confidentiality of sensitive information.

Skills: Must have excellent customer service and interpersonal skills; excellent written and oral communication skills. Strong organizational skills. Proficiency in utilizing personal computers, including word processing, database, spreadsheet, and other applications in use by the Town

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Lifts/moves objects weighing up to 10 pounds. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to take notes at meetings at an efficient speed. Requires good coordination/dexterity for full keyboard use and assembly of materials and packets.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)